

**MARCH 2010**

# TRAILWOOD NEWS

[www.trailwood.org](http://www.trailwood.org)

COMMUNITY  
NEWSLETTER

## MAILBOX AND MAILBOX POST REPLACEMENT

Over the past couple of months it was noticed that the condition of the mailboxes was rapidly declining. During the past rainstorms there were numerous complaints received regarding leaks in the mailboxes, doors not closing, flags missing and other repair items. According to the reserve study the mailboxes were not due for replacement until 2011. In an effort to save the cost of the repairs and then replacing the mailboxes the following year, the Board decided that it was necessary to move the replacement of the mailboxes forward a year. At the January 20, 2010 Board meeting, the Board approved a proposal to replace all the mailboxes with a better quality mailbox in Mayfield, Bainbridge, Silverado, Fairmont, Mahogany and Oakhurst. The installation of the new mailboxes should begin in mid April. You will be notified when the work will begin in your section of the community. The Board also approved the replacement of the mailbox posts in Fairmont, Mahogany, Bainbridge, Silverado, and Oakhurst with a nicer metal post, similar to the post in the Cristal section of the community. The posts will be replaced in sections of the community based on the priority list which was compiled based on the condition of the existing posts in each area. The first two sections of the community that will have the new posts installed are Oakhurst and Bainbridge.

The installation of the new mailboxes and posts will enhance the look of the community and provide a new updated appearance.

## UPCOMING ANNUAL ELECTION

You should receive your secret ballot in the mail by the third week of March for the 2010 Annual Meeting of the Membership. Please follow the instructions carefully. Be sure to mail in your secret ballot prior to the April 19, 2010 meeting. Every vote makes a difference!



## STREET PARKING REMINDER

Please remember to comply with the Association's rules regarding street parking. All residents should be utilizing their garages and driveways for parking, prior to parking vehicles on the street. In addition, please advise your guests to not block any corners, mailboxes, or driveways. Lastly, please make sure to remove your vehicles from the street and have your vendors remove their vehicles from the street on street sweeping day. The streets are swept on the first Thursday of each month.

## *Your Board of Directors*

**President:**  
*Christine Daily*

**Vice President:**  
*Bob King*

**Treasurer:**  
*David Northcutt*

**Secretary:**  
*Hilary Lemansky*

**Member at Large**  
*Vacant*

*Next Board of  
Directors Meeting:*

*March 17, 2010*

*Keystone Pacific  
Office, Irvine.  
General Session  
begins at 6:30 p.m.*

*If you wish to address  
the Board at the  
meeting, you must  
contact the  
management office  
prior to the meeting to  
have your name and  
item of discussion  
placed on the agenda.*

## **KEYSTONE PACIFIC'S ACCOUNT ONLINE SERVICES**

Keystone Pacific Property Management is proud to announce the release of an updated version of the account online program. Homeowners will be able to access their association accounts to view activity, check their balance, make payments, and update settings.

In addition to these services, homeowners will also be able to print association billing statements. For those homeowners who decide to enroll in this process and have an account in good standing, an email notification will be sent as the statement becomes available online. In these cases, a billing statement will not be mailed to the homeowners.

Homeowners may also decide to receive email notifications involving their community association. Information pertaining to events, news, and activities in their community could be sent by email to those who have enrolled in this process.

In January 2010, we began implementing these new online features for our community associations.

To sign up to receive e-statement and email notifications, homeowners can register from the "Update My Profile" page once they have logged into their accounts at [www.trailwood.org](http://www.trailwood.org).

**We are very pleased to continue offering quality service and convenience to our clients.**

## **PETS IN THE COMMUNITY**

Please remember to keep your pets on a leash at all times when in the common areas. If possible, bring a bottle of water when you walk your dog. By pouring water in the areas where your dog urinates, you can dilute the acidity of the urine and prevent brown spots in the grass. Also, please do all you can to keep your dog from barking into the late and/or early hours. Lastly, as a courtesy to your neighbors, please remember to pick up after your pets. Don't forget to bring a bag and/or scooper with you every time. If you do forget to take a bag with you, bags can be found at the doggie walk station located at the east end of the park. Picking up after your pet is your responsibility. If you observe residents not picking up after their pets, please report their address to Management via email to [critter@keystonepacific.com](mailto:critter@keystonepacific.com) or by calling (949) 838-3245. Management will send out the necessary letters in accordance with the Association's Violation Policy.

## **MANAGEMENT/COMMUNITY INFORMATION**

**LASER DECALS:** Forms are available at the Canyonwood Guardhouse. Mail your completed form and your payment check to Keystone Pacific, attention Bea Garrahy.

**PARK GAZEBO RESERVATIONS OR MAINTENANCE REQUESTS:** Please contact Community Associate Bea Garrahy at 949-838-3207 or [bgarrahy@keystonepacific.com](mailto:bgarrahy@keystonepacific.com).

**BILLING QUESTIONS:** Please contact Customer Care at (949) 833-2600 or [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com).

**CANYONWOOD GUARDHOUSE:** (714) 832-0586; Fax (714) 832-1551.

**CREEKGLEN GUARDHOUSE:** (714) 573-9879.

**COMMUNITY MANAGER:** Cindy Ritter, CCAM®  
*Keystone Pacific Property Management, Inc.*  
16845 Von Karman, Suite 200 Irvine, CA 92606  
Direct Line: (949) 838-3245 ~ Fax: (949) 833-0919  
E-mail: [critter@keystonepacific.com](mailto:critter@keystonepacific.com)



Happy St. Patrick's Day